

404: Public Information and Education

- A. The LTCOP shall provide information, assistance, and community and facility staff in-service educational programs regarding long term care issues and the needs and rights of long term care facility residents.
- B. Public information and education includes providing information and education regarding:
 - 1. the long term care system;
 - 2. the rights and benefits of residents of long term care facilities;
 - 3. all services available to residents including the activities of the LTCOP, resident councils; and
 - 4. concerns of the consumers of long term care services to the public.
- C. Public information and education activities include:
 - 1. public speaking engagements;
 - 2. sponsoring or conducting workshops;
 - 3. promoting the development of community organizations to participate in the LTCOP;
 - 4. promoting the development of family councils;
 - 5. developing and distributing written materials; and
 - 6. promoting media coverage of long term care issues and the services of the LTCOP.

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- D. Each Regional LTCOP shall, whenever possible, respond to an inquiry the same day a request for assistance is made and, in all cases, within five (5) working days from the date the LTCOP provider agency received the inquiry.
- E. The Regional LTCOP shall provide for telephone coverage, to accept inquiries when LTCO staff are not immediately available. Answering machines, voice mail, e-mail or messages may be taken by a non LTCO.
- F. Each Regional LTCOP is expected to provide, at a minimum, three (3) community education sessions or family council sessions annually per each full-time equivalent paid LTCO.
- G. Annually, each Regional LTCOP is expected to provide, at a minimum, in-service education sessions for the staff from 10% of the facilities with Nursing Home Care Act licensed skilled or intermediate care beds. If a regional presentation draws staff from multiple facilities, each facility which sends staff is to be counted separately toward the 10%.
- H. The Regional Ombudsman shall review, on a quarterly basis, the number of: inquiries received, community education sessions and educational sessions for facility staff provided, complaint investigations or problem resolutions. The quarterly numbers will then be compared to the projection numbers found within the Regional LTCOP Annual Services Plan.